

# HP OpenView ServiceCenter

for supported Windows® and UNIX® operating systems

## Release Notes

Software version: 6.2.1/6 April 2007

This document provides an overview of the changes made to HP OpenView ServiceCenter for this release. It contains important information not included in the manuals or in online help.

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## In This Version

The HP OpenView ServiceCenter 6.2.1 release provides:

- Localized Chinese (simplified) French, German, Italian, Japanese, and Spanish versions of the HP OpenView ServiceCenter® 6.2 software and documentation.

See the *HP OpenView ServiceCenter Language Pack Installation Guide* for more information and instructions on how to install localized versions of ServiceCenter.

- Improvements to the Change Calendar.  
The Change Calendar now enables you to view planned changes, additions, and updates and allows information sharing through a graphical user interface that empowers users to easily share schedules and task loads.

The Change Calendar Web application interfaces with the ServiceCenter Change Management module by using Web Services. All calendar items are stored in the cmcalendar table in HP OpenView ServiceCenter and then retrieved using the Change Management Web Services Description Language (WSDL) that is published by HP OpenView ServiceCenter out-of-box. Updates to calendar items are sent back via WSDL to ServiceCenter and incorporated into the internal database.

See the *HP OpenView ServiceCenter Change Calendar Installation and Configuration Guide* for more information and instructions on how to the Change Calendar.

- Improvements to ServiceCenter Knowledge Management.  
Knowledge Management now enables you to migrate ServiceCenter Knowledge documents to kmdocuments, perform multilingual searching and viewing of knowledge, migrate Get-Answers users and person roles, and import and export Get-Answers data.

See the *HP OpenView ServiceCenter Knowledge Management Release Notes* and the *HP OpenView ServiceCenter Knowledge Management Migration Guide* for more information and instructions on how to install and configure Knowledge Management.

- Improvements to Configuration Item (CI) Visualization. Configuration Item (CI) Visualization now enables you to manage and visualize relationships between configuration items. To display a visualization using this feature, the ServiceCenter Web client must be deployed to a compatible application server.

See the *HP OpenView ServiceCenter CI Visualization Installation and Configuration Guide* for more information and instructions on how to install and configure CI visualization.

## Documentation Updates

The first page of this release notes document contains the following identifying information:

- Version number, which indicates the software version.
- Publish date, which changes each time the document is updated.

To check for recent updates or to verify that you are using the most recent edition, go to the following web site:

[http://ovweb.external.hp.com/lpe/doc\\_serv/](http://ovweb.external.hp.com/lpe/doc_serv/)

**NOTE:** To view files in PDF format (\*.PDF), Adobe Acrobat Reader must be installed on your system. To download Adobe Acrobat Reader, go to the following web site:

<http://www.adobe.com/>

## Enhancements and Fixes

The following items (identified by Software Change Request number) are fixed in the current software release.

### SCR Task Release Note

38851	A user terminated by the inactivity timer, after the users Thread Controller has terminated abnormally, will now release its license.
38942	The client no longer hangs because when you maximized the record detail in record list view on very large tables.
38914	The UTF-8 conversion of the uppercase Greek character omicron (O) is now correct.
38964	JavaScript can now parse double-byte characters.
39081	Fixed an abend that could occur when using the sqlfetchrows parameter on UNIX with odd-length columns on Oracle.
38980	Fixed a pre-update trigger problem that could occur when attempting to update record in a file that contains sub-tables.
39333	Fixed a problem that caused Get-Services 4.2 to lose connection to ServiceCenter.
39004	A table column with the password property checked to true in Forms Designer now hides its content with rows of asterisks.
39005	Corrected the documentation of the ir_max_shared parameter in the online help.
39068	Accessing the attachments control no longer causes loss of unsaved data.
39292	Corrected the documentation of the mslog parameter.

## SCR Task Release Note

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- 39283 Load Manager application servers can now make use of a new parameter "loadmanagerusefqdn:1" which causes the application server to register with the LM using its fully qualified domain name (FQDN). The LM uses the FQDN when redirecting client connections. This allows successful SSL certificate authentication. If you do not include this parameter, application server will register with the LM using its IP address.
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- 39295 You can now delete attachments from a record after you have saved it in the Web client. You no longer have to exit and reload the record.
- 
- 39302 Calling a function from inside a JavaScript Do-While loop now works properly.
- 
- 39452 Improved session caching to prevent excessive use of memory.
- 
- 39356 The ReportCenter Guide no longer references additional files that do not exist. The information is all contained within the document.
- 
- 39404 Changes to Mandanten rules are now dynamically executed on the next query for the affected table. It is no longer necessary to cycle the system for the changes to take effect.
- 
- 39577 Corrected the location of DynamicForm.xsd in the documentation.
- 
- 39638 Input and Caption properties are available again in Forms Designer for the Chart widget.
- 
- 39638 Updated the Chart widget documentation to include the reinstated Input and Caption properties.
- 
- 39713 Fixed some GP faults that could occur when displaying a search list on an RDBMS converted system.
- 
- 39559 Numbered steps and bullet points that appeared blank in the HP ServiceCenter Database Administration and RDBMS Support guide now display properly in the PDF included in the on-line help.
- 
- 39854 Corrected information on CTI and DDE in the on-line help.
- 
- 35888 Removed the "Input" property from the list of properties for Notebook Tabs in Forms Designer.
- 
- 37986 The field focus is now set correctly when a field value fails validation. For example, when the RAD issues the screen message "Field contains an invalid numeric value", the focus is on the field in question.
- 
- 38638 ServiceCenter now correctly handles the tilde character when using dblanguage:Japanese and SQL Server.
- 
- 38006 Public favorites (inboxes) can no longer be moved or deleted by Web client users who don't own them.
- 
- 39127 ServiceCenter no longer inserts a tab continuation character into a multi-row array table field when the data fits into a single row.
- 
- 39009 When you open multiple record lists in separate thread tabs, the Web client now maintains the correct content page within each list.
- 
- 39385 Fixed a possible GP fault that could occur on file open if a record in the dbdict contained an empty field entry at the end. ServiceCenter now writes a dump of the dbdict record to the log file if it was not able to open a file due to a possible dbdict corruption.
- 
- 39699 Fixed a GP fault that could occur when displaying search lists on RDBMS converted systems.
- 
- 39821 Fixed a GP fault that could occur when processing multiple events to generate contact records.
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## SCR Task Release Note

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- 37909 It is no longer necessary to have the freeimmediate parameter in the sc.ini file as a workaround to a memory leak in scl32.
- 
- 38385 The Web client no longer hangs when trying to set the focus on an array field that becomes read-only after an update.
- 
- 37844 Focus is now restored correctly after completing a fill when the target is a table.
- 
- 36743 The Web client now properly remembers the position in the record list in the Web client when in detail only mode.
- 
- 38803 The print option now supports more than 10 pages per record.
- 
- 38790 The Windows client no longer hangs when attempting to sort a large number of records in list only mode.
- 
- 38933 The login name is now properly retained after a failed login attempt with the Web client.
- 
- 39358 The DVD Visible condition on notebook tabs now works properly when you check the "Use server provided tab order" Client preference in the "Appearance" section under Window > Preferences.
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- 39466 Added information to the HP ServiceCenter Installation Guide instructing the administrator to use the FQDN for the System when installing the KM Search Engine, and to use the parameter, createjvm, when configuring the KM Search Engine.
- 
- 39188 Apostrophes are now properly displayed and saved in multi-line text fields when using the Web client in Internet Explorer.
- 
- 37888 Forms Designer now supports the Minimum Column Width property.
- 
- 38679 Processes terminated by the inactivity timer in a Load Managed environment are now removed from the system status display.
- 
- 37705 If you paste text that is longer than the max char setting for a text area, ServiceCenter now truncates that text and emits a beep, regardless of the beep setting for the text area.
- 
- 39390 Importing certain double byte character data no longer causes a signal 11.
- 
- 38043 When a QBE list contains all the records to be displayed, ServiceCenter now disconnects from the RDBMS and or LDAP if the sqldisconnect:1 and or ldapdisconnect parameter request so.
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- 38956 Clicking Refresh on a search list now successfully updates the users idle time (marks as active) which prevents the inactivity timer from prematurely terminating the session.
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- 38305 Button ID and Button ID condition properties in Forms Designer now work independently from one another in localized versions of ServiceCenter.
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- 37266 Total Attachment Size is now working as documented.
- 
- 37520 Inactivity idle time is now reset when you enter data.
- 
- 37388 Events generated when using ServiceCenter with ConnectIt or GetResources no longer cause "Messages cc-nn Could not be found" messages such as: Message es-42 Could not be found::(contacts):()".
- 
- 38848 The "Remember my password" checkbox is now properly unchecked when you remove a connection's password.
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- 39324 Foreground Color Condition property on a table widget has been reintroduced in Forms Designer. It is now supported consistently on Web and Windows clients. The Foreground Color, Background Color, Bold and Italic properties on a table widget have been removed from Forms Designer.
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**SCR Task Release Note**

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- 39324 Corrected the documentation of the Forms Designer Table widget in the online help.
- 
- 37880 Fixed errors that could occur after the user modified columns or column widths of QBE lists in the Web client.
- 
- 38016 The delete key now works properly in the language pack.
- 
- 38265 Background schedulers now disconnect from LDAP and/or RDBMS when going to sleep if so requested by the sqldisconnect:1 and/or ldapdisconnect:1 parameters.
- 
- 38194 Fixed a possible GP fault when accessing fields in a P4 data record that are defined in the dbdict but do not yet exist in the P4 record.
- 
- 38104 ESS now opens correctly for Trusted Sign-on who have a starting page other than Display ESS Menu in their operator record Self Service tab.
- 
- 38059 The 16 character limit to the Event Code field(evtype) in eventin has been increased to its 5.1 limit of 32 characters.
- 
- 38184 Web client search lists now display all the characters in an array.
- 
- 37384 Putting cursor.line(1) in an array field now returns the correct index number. Cursor.line(1) is only updated on a Fill, Find, or double-click. If the Fill, Find, or double-click brings up a new form, the cursor.line(1) and cursor.field.contents() will be the index on the new form.
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- 37924 DDE SystemEvents now run properly after a client disconnect/reconnect.
- 
- 38972 Fixed some GDI resource leaks.
- 
- 38815 Europe/Middle, Hong Kong, and customized time zones are now working properly on both the Window client and the Web client. The clients now take their time zone definitions from the tzfile dbdict instead of from the java.util.TimeZone utility.
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- 39046 Data Changed Event Forms Designer property now works properly for the Combo Box object in the Web client.
-

## Known Problems, Limitations, and Workarounds

This software release has the following known issues.

<b>Document ID</b>	<b>Known Issue</b>	<b>Work Around</b>
196257	SCR 39923 Displaying the workflow applet in the ServiceCenter Windows client running on Windows Vista in Aero mode causes the operating system to switch back to a Windows XP look and feel. The screen blinks while doing so. Windows reverts back to Aero mode when you close the client.	This is caused by an incompatibility between the Windows Vista Aero graphical display mode and older versions of Java (1.4.2 and 1.5 prior to update 8). To resolve this issue, you will need to install a fixed version of Java when one becomes available.
1962453	SCR 39724 The default install directory for a packaged 6.2 client is not the same as the original install directory. Workaround: Specify the directory you want to use.	Specify the directory you want to use.
1962759	SCR 37789 ServiceCenter 6.2.1 client does not support automated updates for localized clients.	You will need to perform the update manually. To update a localized client: <ol style="list-style-type: none"><li>1. Open the Help menu and select Check for Updates.</li><li>2. Select Search for new features to install and click Next.</li><li>3. Open ServiceCenter discovery site, select all components and click Next.</li><li>4. Select All and click Next.</li><li>5. Accept the License Agreement and click Next.</li><li>6. Select the installation location and click Finish.</li></ol>

Document ID	Known Issue	Work Around
1963073	SCR 39925 Unable to view attached Word, Excel document in Windows Vista. Cause: In Windows Vista, non-admin users have very restricted permissions on files that are in directories considered sensitive, like the "Program Files" directory and all its sub-directories. However, by default, the ServiceCenter client workspace is located in such a directory. As a consequence, attached files fail to open.	In the properties of the shortcut you use to open the ServiceCenter Eclipse client, in the target field, replace the following parameter "-data workspace" with "-data C:\Users<username>\Documents\workspace".
1981611	SCR 39958 Attempting to visualize a CI with non-latin characters in its name result in an empty visualization window.	Use only ASCII characters for logical.name in the device table.
1981697	SCR 39962 CI Visualization screens display double-byte characters as ??? for combo-box and header information.	<ol style="list-style-type: none"> <li>1. Log into ServiceCenter as an Administrator.</li> <li>2. Open Database Manager.</li> <li>3. Type scmessage in the File file and click Search.</li> <li>4. Find the corresponding messages in the localized language.</li> <li>5. Change the display text to ASCII characters.</li> </ol> <p>For example, for the CI Visualization category drop-down combo-box, you can go to scmessage table and do an advanced search for "syslanguage="zh-Hans" and class="civiz" and message.id=23". Change the display text to ASCII characters in records. Then the drop-down combo-box will display the characters that you entered.</p>
1983128	SCR 39941 After Simplified Chinese SQL conversion, U-30FB (KATAKANA MIDDLE DOT) displays as question mark.	Microsoft code page 936 has MIDDLE DOT at 0xA1A4 (U-00B7), which is similar. You can use U-00B7 instead of U-30FB.
1983598	SCR 34539 Errors occur when attempting to add a new operator record on a Simplified Chinese OS with Simplified Chinese language packs that has been converted to SQL Server.	Use only ASCII characters in the contact name in both contacts table and the operator table

## Verified Environments

The Compatibility Matrix lists supported versions of operating systems, browsers, HP OpenView products, and other compatibility and support information.

To access the Compatibility Matrix

- 1 Use a browser to navigate to the Support Software Online (SSO) Web page:  
[http://support.openview.hp.com/sc/support\\_matrices.jsp](http://support.openview.hp.com/sc/support_matrices.jsp).
- 2 Log on with your Customer ID and password or your HP Passport sign-in.
- 3 Navigate to the applicable information.

## Local Language Support

UTF-8 is part of the Unicode standard, which enables you to encode text in practically any script and language. ServiceCenter 6.2.1 supports UTF-8 as an encoding method for new or existing data. It can support multiple languages that adhere to the Unicode standard on the same server.

## Support

Please go to the HP Support web site:

<http://support.openview.hp.com/support.jsp>

HP Software online support provides an efficient way to access interactive technical support tools. As a valued support customer, you can benefit by being able to do the following:

- Search for knowledge documents of interest
- Submit and track support cases and enhancement requests
- Download software patches
- Manage support contracts
- Look up HP support contacts
- Review information about available services
- Enter into discussions with other software customers
- Research and register for software training

**NOTE:** Most of the support areas require that you register as an HP Passport user and sign in. Many also require an active support contract. To find more information about support access levels and HP Passport, go to the following URL:

[http://support.openview.hp.com/new\\_access\\_levels.jsp](http://support.openview.hp.com/new_access_levels.jsp)



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